

**Professional Experience**

**State of Delaware, Dover DE**

**Ombudsman, Public Service Commission**

December 2011-Present

Primarily responsible for meeting with individuals, citizen groups, state and federal legislators, and utility representatives to discuss pending legislation, proposed regulatory changes impacting the Public Service Commission, and resolve high profile customer complaints.

- Resolve utility related customer complaints forwarded from Commissioners, State of Delaware legislators and the Governor's office
- Analyze regulatory filings by utilities and provide testimony regarding proposed rate increases or other regulatory changes
- Lead Public Service Commission-sponsored workshops to resolve customer related regulatory issues and educate utility customers on the role of the Public Service Commission
- Represent the Public Service Commission at public hearings, community meetings, and utility related workshops

**MRH Consulting LLC, Dover DE**

**President**

May 2011 – November 2011

Provided independent consulting services to improve customer service strategy, efficiency, productivity, and profitability through process improvement and automation.

- Consulted with the Delaware Public Service Commission to analyze Delmarva Power call center productivity and overall customer experience to ensure compliance with Public Service Commission mandates
- Led project to review and analyze of State of Delaware low income energy assistance program (LIHEAP) to improve efficiency and effectiveness of program
- Consulted with the Delaware Public Service Commission and the Delaware Department of Technology and Information to evaluate new software program to support Public Service Commission electronic filing initiative

**Discover Financial Services, New Castle, DE**

**Consultant**

January 2005 –October 2010

Acted in a project management role to lead key customer service projects from strategy development and requirements definition through testing and implementation.

- Led project to develop and implement new enterprise-wide integrated sales and customer service system which improved Customer Service Representative productivity and compliance
- Responsible for evaluating new business opportunities regarding credit card fee products, coordinating new product tests, analyzing results and recommending implementation and product placement
- Managed project to launch new credit card technology (contactless card) to increase card usage
- Developed and implemented enterprise-wide process to measure call quality, including identifying best practices across four call centers, standardizing procedures, influencing key stakeholders and training end users

**Discover Financial Services, New Castle, DE**

**Regional Cardmember Service Manager**

October 1997 – December 2004

Responsible for a managing inbound call center customer service department and support functions, including:

- Managed over 125 Customer Service Representatives in a high volume call center environment. Consistently achieved above average results for call quality, Customer Service Representative productivity and sales goals.
- Managed teams and vendor relationships for document retention and retrieval, disaster contingency and mail room services
- Established company's first Internet customer service department. Defined workflow, participated in vendor selection process and negotiated vendor service level agreements
- Primary liaison between HQ Business Technology and Field Customer Service locations for new project implementation. Managed teams which piloted new software and provided feedback to Business Technology teams.

## **Matthew R. Hartigan**

**Exhibit MH-1**

### **Discover Financial Services, Riverwoods, IL**

#### **Development Manager**

March 1993 – September 1997

Managed all system projects that impacted Discover Card customer service operations and maintained system performance standards.

- Responsible for defining system requirements, project development, acceptance testing, training and post installation analysis for all new customer service applications
- Managed project which replaced legacy mainframe transaction dispute system with innovative rules-based, intuitive system which improved work accuracy and reduced training time
- Acted as liaison between Field Customer Service locations and HQ Business Technology teams

### **Discover Financial Services**

March 1987-September 1997

Held various field operations center and project management customer service positions of increasing scope and responsibility in Discover Card's New Castle, Delaware operations center and corporate headquarters in Riverwoods, Illinois.

### **Community Activities**

Board Member, Children's Theatre of Dover and Kent County Inc.

Board Member, Ancient Order of Hibernians, Dover, Delaware

Former Board Member, Campus Community School, Dover, Delaware

Coach, Camden-Wyoming (DE) Little League Baseball

Volunteer, Polytech High School Athletic Department, Woodside, Delaware

### **Education**

Bachelor of Science, Business Administration

LeMoyne College, Syracuse, New York